

ABSTRACT

A computer implemented method uses a database of detailed, comprehensive utility operating and financial information . The method comprises: (1) feature based matching or similarity based benchmark and focus group selection; (2) a performance assessment procedure comprising multi-perspective analysis; and (3) multi-attribute business profiling and performance improvement potential analysis. As part of the performance assessment step, data corresponding to different utilities in a selected benchmark group are compared with each other to find their strengths and weaknesses. Interpretation of these gaps provides the cause of such gaps. Composite ranking analysis is used so that a composite score of at least one utility business is obtained.